



Association for Local Telecommunications Services

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DIRECT DIAL: (202) 969-2585

EMILY M. WILLIAMS  
ATTORNEY

December 8, 1997

Magalie Roman Salas  
Secretary  
Federal Communications Commission  
1919 M Street, N.W.  
Washington, D.C. 20554

Re: Application of BellSouth et al for Provision of In-  
Region, InterLATA Services in South Carolina,  
CC Docket No. 97-208

Dear Secretary Salas,

Enclosed please find four copies of three separate ex parte  
letters for filing. Could you please date stamp the extra copies  
and return them to me in the enclosed self addressed stamped  
envelope.

Thank you for your time and consideration.

Sincerely

Emily M. Williams

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Re: Application of BellSouth et al for Provision of In-  
Region, InterLATA Services in South Carolina,  
CC Docket No. 97-208

Dear Secretary Salas,

On December 3, 1997, Tom Cohen and I, representing the Association for Local Telecommunications Services ("ALTS") and Nannette Edwards and Steven Moses of ITC DeltaCom met with Kyle Dixon of Commissioner Powell's office to discuss the ALTS and DeltaCom positions with respect to the above captioned Section 271 application filed by BellSouth.

Mr. Cohen and I generally reiterated the position taken in the ALTS Comments that the Commission must remain committed to the conclusions reached in its Michigan decision and that the BellSouth application is premature. Mr. Moses detailed the problems that DeltaCom has had with the LENS system and the other Operational Support Systems being used by BellSouth. In addition, Mr. Moses discussed some of the problems that DeltaCom has had with trouble reports and the lack of training that some BellSouth personnel have had in dealing with DeltaCom and its customers. The attached two page trouble report was given to Mr. Gallant as an example of some of the problems DeltaCom has had with trouble reports.

Sincerely

*Emily M. Williams*

Emily M. Williams

cc: Kyle Dixon

● Janine Kemp

12/02/97 02:05 PM

To: rodney.g.nowland@bridge.bellsouth.com  
cc: susan.lewis1@bridge.bellsouth.com (bcc: Steve D Moses/DeltaCom)  
Subject: Repair Call - (costs?)

Rodney:

We need your assistance in resolving an issue and hopefully insuring that this does not happen going forward. But before we assume the worst, here is what we know:

- Yesterday (12/01) DeltaCom received a trouble from a resell customer. Our technicians checked with TAFI and TAFI identified trouble and recommended 'front end test' and we followed through on this. Front end test automatically dispatches. When the technician arrived on site, he tested clean and CONFRONTED THE CUSTOMER WITH THE FACT THAT DELTACOM SHOULD HAVE FOUND THIS TROUBLE AND THEN SLAPPED A \$20 SERVICE CALL BILL ON THEIR DESK....
- First, WHY would BellSouth bill the customer??? DeltaCom is the customer of Record. (Resale Agreement Section V.G - refers to BellSouth billing DeltaCom for troubles NOT found in BST's network)
- Second, I thought that BellSouth was training their employees NOT to differentiate in this manner?
- The trouble did turn out to be CPE (bad modem). This was found when our local technician worked with the customers data personnel and identified - MUCH more than the technician from BellSouth offered.

Please help us understand what took place. The customer's information is as follow:

American Tech Inc.  
2520 Gunter Park Drive  
Montgomery, Alabama  
334-272-0520

Thank you in advance!  
Janine  
205-241-3705

**BELLSOUTH****Statement Of Work Charges/Non-Basic  
Installation, Rearrangement & Maintenance**

(B-95)

Customer Name <b>AMERICAN TECH</b>	Date <b>12-1-97</b>	Telephone No./Ckt. ID <b>334-272-0520</b>
Address <b>2520 GUNTER PARK DR</b>	Class Of Service <b>178</b>	Order No./Trouble Ticket No. <b>0478005</b>
Customer ID No.	Time <b>11:45 AM</b>	

Co. To Use Only	<b>Detariffed Installation And Rearrangements</b>						Charges
	Enter Labor Charges Below						
TMD	Non-Basic Install. - Labor Time	Initial Charges	Additional Units	Rate	Charges	Initial & Additional	
		\$		\$	\$	\$	
	Additional Labor Hours - 1/4 Hour Increments						
EBN	Modular Entrance Bridge				\$	\$	
XHG	Separate Entrance Bridge				\$	\$	
OPYCK	Materials & Equipment					\$	
	Qty. Product	Qty. Product	Qty. Product				
	Other (Explain)						\$
	Total						\$

Co. To Use Only	<b>Detariffed Maintenance</b>						Charges
	Enter Labor Charges Below						
TMX	Non-Basic - No Repair	Initial Charges	Additional Units	Rate	Charges	Initial & Additional	
TXR	Non-Basic - Repaired						
	Normal	\$		\$	\$	\$	
	Premium	\$		\$	\$	\$	
	Additional Labor Hours - 1/4 Hour Increments						
MTX	Materials & Equipment					\$	
	Qty. Product	Qty. Product	Qty. Product				
	Other (Explain)						\$
	Total						\$

Co. To Use Only	<b>Tariffed Rearrangements</b>						Charges
	Enter Labor Charges Below						
RWW	Rearrange Drop/Protector/NI	Initial Charges	Additional Units	Rate	Charges	Initial & Additional	
	Labor Hours - 1/4 Hour Increments	\$		\$	\$	\$	
	Tariffed Work Flat Rate						\$
	Other (Explain)						\$
	Total						\$

Co. To Use Only	<b>Tariffed Maintenance</b>						Charges
	Enter Labor Charges Below						
TDP	Trouble Determination - Pvt. Line	Initial Charges	Additional Units	Rate	Charges	Initial & Additional	
TDC	Trouble Determination - Complex						
TMC	Tariffed Maintenance - Complex						
	Labor Hours - 1/4 Hour Increments	\$20.00		\$	\$	\$20.00	
	Labor Hours - 1/2 Hour Increments	\$		\$	\$	\$	
	Other (Explain)						\$
	Total						\$

Important: Charges quoted by the technician may not be all inclusive. Service order and central office line connection charges, where applicable, are not shown on this invoice. Save this statement for warranty proof and see other side. Do Not make payment to technician at this time. You will be billed later.

Total Charge \$ **20.00**

Customer/Agent (Please Print)	Relationship To Customer	Signature <b>x Marie Pickle</b>	Date
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Work Description  
**Trouble Determination on OK to Repair**

CUSTOMER